

Iowa Department of Public Health

Iowa Gambling Treatment Program
Recovery Support Services (RSS)

Definitions & FAQ's
(Frequently Asked Questions)

Updated January 2015

Recovery Support Services (RSS) FAQ's

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Recovery Support Services (RSS) FAQ's

Recovery Support Services (RSS): *A broad array of client-selected provider or community-based supports and services intended to further enhance and further the client's recovery journey. Clients select the RSS that best meets their needs through a care coordination process. Funding for RSS is available only when the client does not have sufficient personal resources and there is not another funding source available.*

Eligibility

Requirements:

- Resident of the state of Iowa.
- Admitted to treatment as a problem gambler or concerned person and active for a minimum of 30 days for all RSS except Supplemental Needs Bus/Cab and Gas Cards. Eligibility to receive Supplemental Needs Bus/Cab and Gas Cards begins on the date of admission.
- Inability to pay for RSS based on one of the following:
 - Client at or below 200% of the Federal Poverty Level
 - Burden of gambling related debt drives the client income at or below 200% of the Federal Poverty Level
 - Client is without other financial resources to pay for the service(s)
- The contractor must maintain documentation of how the RSS supports the client's recovery and client eligibility, including proof of income, and debt burden if necessary.
- A Recovery Support Service is reimbursable through the Department only when there is no other funding source for that service. Through care coordination, the provider is responsible for determining and documenting lack of funding for covered services.

Eligibility and Benefit Exceptions

- IDPH reserves the right to make exceptions to the eligibility criteria, menu of services and maximum benefit on a case by case basis during the project period.
- Exception Requests: An [RSS Exception Request Form](#) may be completed. Be sure to include justification of how the proposed request supports the client's recovery. Send the completed exception request by email to both Eric Preuss, Program Manager at eric.preuss@idph.iowa.gov and Robert Kerksieck, Health Facilities Surveyor at robert.kerksieck@idph.iowa.gov. IDPH will review and respond within 7 calendar days.

Recovery Support Services (RSS) FAQ's

FAQ's

- 1) If a client is receiving RSS services and then gets the new Medicaid - Iowa Wellness plan, can they stay on RSS?

ANSWER: *Problem Gambling clients who have insurance or Medicaid, and meet RSS eligibility requirements, can continue to receive RSS's not provided under their insurance plan.*

- 2) Do we take a client's self-report of their gambling debt? We do a debt worksheet that we use to assess placement on the sliding scale. Will this work for recovery support services too?

ANSWER: *It's difficult to gather accurate information gambler debt. A debt worksheet will work to document the assessment of debt.*

- 3) How do we determine if there is enough evidence that there isn't another funding source if the client is from a small town or rural area with fewer resources?

ANSWER: *It is understood that fewer resources are available in a small town or rural area and the effort to find other resources should be documented in the client file.*

- 4) Do gamblers have to actively be in treatment in order to continue with RSS services?

ANSWER: *Yes. See the [Eligibility Requirements](#) section.*

- 5) We have a patient that just finished up a year in the ATR grant. She spent all monies available. Now she has been admitted to Gambling outpatient and wants to apply for the gambling grant. Is she still eligible for the grant and the RSS services? I'm somewhat concerned that we are going to give her monies for shopping, rent, gas, etc., when she received funding in the last year for these same services through ATR?

ANSWER: *She is eligible to receive RSS from gambling even though she received ATR funds. It is up to the case coordinator or counselor to determine appropriateness and eligibility to participate in RSS. Thanks for the thoughtful oversight of funds!!*

Recovery Support Services (RSS) FAQ's

Care Coordination

Care Coordination services assist clients in identifying and accessing recovery support services. When providing care coordination, the contractor has the responsibility to determine eligibility for services and the appropriate use of funding and amount of funding as related to a client's recovery goals. Care Coordination services must be adequately documented including:

- ***how the service supports the client's individual recovery***
- ***why the service is not paid by client or other means***
- ***what recovery support service was received including how the expense was determined***

FAQ's

- 1) Must Care Coordination services only be done by a counselor?
ANSWER: No. Anyone can provide care coordination. It is up to the program to decide who. Most agencies have counselors or ATR coordinators do this but it could be someone else.
- 2) Can we bill for care coordination during the Intake Interview?
ANSWER: If Care Coordination is provided or integrated into the Intake Interview/Placement Screening, both events can be billed separately and entered as two separate encounters in I-SMART.
- 3) Is there a "Release of Information" form available to use for RSS Services - before we speak to vendors/service providers on our client's behalf?
ANSWER: No, there isn't a specific release for RSS services, however a release of information should be signed by the client before speaking to a vendor/service provider on behalf of a client.
- 4) We have one employee that purchases our gas cards for the gambling treatment program. Is there a way we are able to bill for the time to purchase these?
ANSWER: Care Coordination can be billed for this time. See the Care Coordination Definition above.
- 5) Appendix B of the Request For Proposal states: Eligibility to receive Recovery Support Services –under #2—admitted to treatment as a problem gambler and active for a minimum of 30 days. Can care coordination start the first time we see the client, but the client cannot actually receive the RSS funding for 30 days?
ANSWER: Yes, Care Coordination can start the first time a client is seen (See definition above). Also, please see the [Eligibility](#) section. Effective SFY 2013, clients are to be admitted to treatment as a problem gambler or concerned person and active for a minimum of 30 days for all recovery support services except

Recovery Support Services (RSS) FAQ's

Supplemental Needs Bus/Cab and Gas Cards. Eligibility to receive Supplemental Needs Bus/Cab and Gas Cards begins on the date of admission.

- 6) Can we bill for Care Coordination in 15, 30 and 45 minute increments?

ANSWER: Yes. Care Coordination and other Treatment Service Types can be billed in 15 minute increments. Enter "1" unit on the I-SMART Encounter Profile and # of minutes (rounded to the nearest quarter hour, 15, 30, 45, 60, etc.) in the Duration Field (See [I-SMART Data Entry Matrix](#)).

- 7) Do we have to do care coordination each month just like ATR?

ANSWER: Care coordination is as needed with no minimum requirement each month.

- 8) How would you like us to put the care coordination information into I-SMART—by dollar amount such as the unit rate for one unit or just put a 1?

ANSWER: Enter "1" unit on the I-SMART Encounter Profile and # of minutes (rounded to the nearest quarter hour, 15, 30, 45, 60, etc.) in the Duration Field (See [I-SMART Data Entry Matrix](#)).

- 9) Does Care Coordination count toward the RSS Maximum for each client?

ANSWER: Care Coordination does NOT count against the RSS Maximum limit but there is a Care Coordination cap (See [Table A](#)).

- 10) When we have conversations with collateral sources do we have the capacity to bill for our time whether in person or by phone? Where would that be billed? Specifically during treatment of client when we talk with collateral sources... i.e. caseworker, probation officer etc. Are they just misc. notes and no time billed?

ANSWER: Conversations with collateral sources such as these are non-billable, however they can be documented in the client file.

Recovery Support Services (RSS) FAQ's

Life Skills Coaching

Individual coaching with clients to develop the skills that help individuals make informed decisions, manage finances, communicate effectively and develop coping and self-management skills that assist their recovery. Assistance in this category may provide for financial counseling.

FAQ's

- 1) May we use RSS Life Skills Coaching to pay for the services of a payee for the patient?

ANSWER: Life Skills Coaching funding may be used if as part of what they do, they help the client, and can be documented. If not, then not appropriate. Please monitor closely to assure the intent of the “coaching” definition is met. This should not be long term.

- 2) Another example would be if we are able to assist with paying for their fee to the financial management agency that is assisting with debt management.

ANSWER: Yes, this would be appropriate. See the definition for Life Skills Counseling (above).

- 3) Can you tell me what the maximum \$ amount is for Life Skills Coaching recovery support service for problem gambling?

ANSWER: See [Table A](#)

- 4) Can life skills coaching be used to pay for financial counseling and if so, by whom?

ANSWER: Life skills coaching may be used to pay for financial counseling provided by a staff in the agency or a qualified individual outside the agency (credit services, county extension, etc.).

Recovery Support Services (RSS) FAQ's

Housing Assistance (Independent Living)

Assistance for short term housing in a safe and recovery-oriented environment for clients with no other housing alternatives conducive to recovery may be provided in a facility for individuals in recovery or in a facility providing related services in the community.

FAQ's

- 1) Does housing assistance mean it can be used to help with an overdue house payment as well?

ANSWER: No. Please see definition above.

- 2) Can Housing Assistance be paid to our own agency for the recovery house program?

ANSWER: Housing Assistance/Independent Living may be used for the recovery house program.

- 3) What is the specific definition for housing assistance? Why don't RSS funds qualify for all kinds of housing instead of just rent. In our minds, I guess we assume that if someone is going to be evicted or foreclosed on, it shouldn't matter if they're renting or buying the home.

ANSWER: There are two Housing Assistance categories. See definition above for Housing Assistance (Independent Living) and go to Supplemental Needs – Housing Rental Assistance which only allows for assistance for rent for the client.

- 4) Is Independent Living still an option for RSS? I was trying to find the info on that category... I was thinking that housing rental assistance was for treatment or structured living places and independent living was for assistance with rent in an apartment or home, but I could be wrong.

ANSWER: There are two Housing Assistance categories. See definition above for Housing Assistance (Independent Living). See [Supplemental Needs – Housing Rental Assistance](#) which allows assistance for rent and/or rental deposit.

Recovery Support Services (RSS) FAQ's

Recovery Peer Coaching

Face-to-face meetings and recovery calls between the client and a recovery Peer Coach to discuss routine recovery issues from a peer perspective. A maximum of 4 hours of contact per month will be reimbursed.

FAQ's

- 1) If a client is attending group offered outside the agency could it be billed as recovery peer coaching?

ANSWER: *Please see the description of Recovery Peer Coaching above. A group offered by a Recovery Peer Coach could be part of Recovery Peer Coaching.*

- 2) What can you tell us about Recovery Peer Coaching and how to utilize it with our clients?

ANSWER: *See description above. Please note that unlike substance abuse and mental health services, the Iowa Gambling Treatment Program does not require specific training for RSS Recovery Peer Coaches. Iowa has far fewer GA meetings than AA and NA meetings for persons in recovery. One area Recovery Peer Coaches could be utilized would be to identify former clients with stability in their problem gambling recovery who could act as Recovery Peer Coaches for newer clients, particularly for those clients with limited or no access to GA or GA sponsors.*

Electronic Recovery Support Messaging

One-way electronic communication sent to a client intended to support recovery, improve health, life quality and wellness.

FAQ's

- 1) How does an agency get reimbursed for providing electronic recovery support messaging to a client?

ANSWER: *Like counseling services, Electronic Recovery Support Messaging are reimbursed to the agency for actual time spent providing the service to the client. One-way electronic communication sent to a client may include e-mail, text messages, Recovery emails, and voice mail. Electronic Recovery Support Messaging is to be documented in the client file.*

Recovery Support Services (RSS) FAQ's

Supplemental Need - Utility Assistance

Assistance provided to clients for the purpose of addressing past due utilities or deposits that will assist in establishing or maintaining their residence. Utility assistance can be used for past due bills that are interfering in the client's ability to obtain housing. Utility bills must be in the client's name

FAQ's

- 1) May RSS utility assistance be used to pay for a bill that is not in the client's name?

ANSWER: No

- 2) May RSS funds be used for phone cards or phones to allow for client to participate in distance treatment?

ANSWER: Yes, phone and phone cards can be funded under Supplemental Needs – Utility Assistance. Documentation in the progress note must adequately support the rationale for how the phone card assists the client in accessing treatment (distance treatment, etc.).

- 3) I have a client with past due utilities. Her gambling debt places her at this time without funds to pay the utilities. Do I need to see if Salvation Army or somewhere else would help her before we can?

ANSWER: Yes, reasonable effort needs to be done to assure there is no other funding source for the service. See [Eligibility](#) section.

- 4) How strict are we on having a utility bill in the client's name to provide RSS? My client lives with his fiancée and infant son and they are in need of assistance, but the invoice is to her.

ANSWER: Utility bills must be in the client's name.

- 5) Would water/sewer/garbage bills be considered under the utility assistance if this is a separate invoice the client receives in addition to electricity?

ANSWER: Yes, and the other requirements are met.

- 6) May a client utilize RSS services, utility assistance again if used in during previous fiscal years?

ANSWER: Yes. However the project period [Maximum Client Benefit](#) is still in effect and an [RSS Exception Request](#) would need to be submitted if the cap for Utility Assistance was previously met.

Recovery Support Services (RSS) FAQ's

Supplemental Need – Clothing/Hygiene

Assistance proved to clients to purchase clothing and hygiene products that supports the client's recovery. Hygiene products are limited to soap, shampoo, toilet paper, toothpaste, and deodorant, shaving needs, toilet paper, feminine hygiene products and dental products.

FAQ's

- 1) May RSS be used to pay for work boots?

ANSWER: Yes

- 2) For clothing/hygiene, if my client has two dependent sons, can that go toward things for them as well?

ANSWER: No, only the client receiving the services can benefit.

- 3) Any chance that we can purchase Kleenex or toilet tissue on RSS for the clothing/hygiene category

ANSWER: Kleenex, no, Toilet Paper, yes. See the description above.

- 4) One question going into the new fiscal year in regards to RSS: Under Supplemental Needs—clothing and hygiene, can we now pay for toilet paper, laundry detergent and dish soap?

ANSWER: Yes starting in FY2013 ("soap" includes hand soap, dish soap and laundry soap).

Recovery Support Services (RSS) FAQ's

Supplemental Need – Education

Assistance provided to clients for the purpose of completing or continuing educations. This service may be used for GED coursework and testing, English as a second language classes (ESL), or educational materials and tuition at a secondary educational institution.

FAQ's

- 1) Would our RSS Education funds apply to books and other materials a client is purchasing to go back to school? And if so, how would that work? Would the client purchase out of pocket and get reimbursed upon showing a receipt, or would we need to go with them to purchase the items?

ANSWER: Educational materials are covered (See definition above). RSS Education funds are to be paid directly to the vendor with a receipt for the tuition, books, supplies, etc. Documentation in the client file (I-SMART or paper file) should include copies of the receipts and (from the RFP) and how this is related to the client's recovery goals.

- 2) Can RSS Education be used to help make a payment on a loan?

ANSWER: No. Education support is for the purpose of completing or continuing education. It may include educational materials and tuition but not loan payments

- 3) I have a client who is enrolled in school and needs to have a CPR/First Aid course through the Red Cross. He needs this certification before he can graduate. The cost of the course is \$70 and is good for 2 years. Is this something we can cover under the Supplemental Needs/Education category from RSS?

ANSWER: Supplemental Needs Education may be used for training to maintain certification.

Recovery Support Services (RSS) FAQ's

Supplemental Need – Housing Rental Assistance

Assistance provided to clients for housing rental costs incurred in the client's name and conducive to the client's recovery. Client must provide proof of lease. Rent cannot be paid to a family member.

FAQ's

- 1) May RSS Housing Rental Assistance help pay for a deposit?
ANSWER: Yes, rental assistance could include the rental deposit. This would count against the Housing Rental Assistance Cap.
- 2) May RSS pay for rent if the lease isn't in the client's name?
ANSWER: No
- 3) Can RSS pay lot rent? A person owns their trailer but has lot rent for where their trailer is placed.
ANSWER: Yes, as long as all other [Eligibility Requirements](#) for RSS are met.
- 4) We have a question about a client who is behind on her rent. She actually pays her utilities as part of her rent every month, so there was a question as to whether or not other local resources and our RSS funds would be able to help with this, specifically the utility portion. This client has already used up her rent allowances, but we wondered if there was any way we could find out what her average utility bill was and then assist her through the utility funds?
ANSWER: Yes. Documentation needs to include what portion she pays to the landlord in rent vs. utilities. The utility company can probably show the average utility bill.
- 5) I have a client that may need to relocate to MO due to employment. She is asking if we can assist her with rent if she moves. Since it's out of state, I'm doubtful, but wanted to ask.
ANSWER: Once a client moves to another state, they are no longer eligible for RSS. See [Eligibility Requirements](#).

Recovery Support Services (RSS) FAQ's

Supplemental Need – Gas Card

Transportation assistance in the form of gas cards to be given directly to the client for the purpose of transportation to and from an activity related to a client's recovery. Gas cards may not be used solely for the purpose of transportation to and from work. Client must provide proof of gas purchase.

FAQ's

- 1) What happens if a client loses a gas card or loses the receipt for a gas card?
ANSWER: *There is a "one-time" allowance for a lost card/lost receipt for gas cards. Document that the client has been informed that a second instance will mean they will lose the privilege of gas cards. A second instance of a lost card/lost receipt for gas cards will not be reimbursed to the agency by IGTP.*
- 2) When we give a client a gas card we track the client name using a tracking sheet. Do we have to record anything separately as a function in ISMART if it happens as part of our individual client session?
ANSWER: *Each program is responsible for tracking client usage for each RSS service. Each RSS is to be entered into ISMART (See [I-SMART Data Entry Matrix](#)). A program can also enter Care Coordination for obtaining and distributing of gas cards.*
- 3) We purchased "GAS ONLY" cards from Kwik Star/Kwik Trip. Do we also have to have verification/receipt of the actual purchase, too or is the fact it is a "gas only" card enough?
ANSWER: *The client has to turn in the actual receipt for the gas purchased with the gas card.*
- 4) Could we bill for part of a unit for a gas card, recovery peer coaching, etc?
ANSWER: *Effective in SFY 2015, enter the value of the gas card as # of units. For example, if a \$25 gas card is given to the client, enter 25 units. See [I-SMART Data Entry Matrix](#).*
- 5) I know that during our last call we discussed waiving the 30 day wait for gas cards. Is this something that will start 07/01/12? Will it be limited to gas cards or will it be all services?
ANSWER: *See the [Eligibility](#) section. Effective SFY 2013, clients are to be admitted to treatment as a problem gambler or concerned person and active for a minimum of 30 days for all recovery support services except Supplemental Needs Bus/Cab and Gas Cards. Eligibility to receive Supplemental Needs Bus/Cab and Gas Cards begins on the date of admission.*

Recovery Support Services (RSS) FAQ's

- 6) The gas card description states "Transportation to and from an activity related to a client's recovery". May this include activities such as life skills coaching provided by the counselor and attending classes for financial counseling. Or is the gas money intended for recovery activities such as GA meetings only?

ANSWER: Gas cards may be used for any of the above as long as it's somehow connected to the client's recovery plan.

Supplemental Need – Wellness

Assistance provided to clients for the purchase of items or services that support improved health. This may include an eye exam or the purchase of eye glasses or contact lenses, fitness memberships (excluding family memberships), smoking cessation, or nutrition counseling.

FAQ's

- 1) When a client attends other group sessions (like grief counseling) either within our agency or another agency, can they use RSS monies to pay for their group fee?

ANSWER: If a group the client attends is directly or indirectly related to their gambling treatment at your agency, bill it as problem gambling group counseling. If the gambling related group is provided by/at another agency, then Wellness can be used to cover the fee for the group (if no other payment option exists) if the client chooses.

- 2) May RSS be used to cover copays for clients who are covered by insurance for the services?

ANSWER: Yes conditionally: Copays can be covered under Supplemental Needs Wellness, with the stipulation that the copays are not for Problem Gambling Treatment (unless insurance is involved and being billed and there is an associated client copay). Note that program may not bill IGTP RSS for insurance co-pay if the program is also billing IGTP for the same sessions.

- 3) May RSS Wellness be used to cover prescriptions?

ANSWER: Yes, prescriptions are covered under wellness. Make sure to document how the prescription supports the client's recovery goals.

- 4) May RSS Wellness be used to pay for a recommended scan to screen for lung cancer?

ANSWER: Yes. Make sure to document how the screen supports the client's recovery goals.

- 5) Could RSS be used to pay for an electric blanket?

ANSWER: Yes. Make sure to document how the electric blanket supports the client's recovery goals.

Recovery Support Services (RSS) FAQ's

- 6) Could RSS be used to pay for Psychiatrist co-pay under Wellness?

ANSWER: *Yes, as long as Wellness is paying for ongoing appointments rather than past due bills, and as long as the client and program can justify how this psychiatric service would support recovery.*

- 7) May RSS pay for massages that are recommended by a medical professional?

ANSWER: *Yes, so as long as there is documentation that supports the use of Supplemental Needs Wellness to support improved health.*

- 8) May RSS be used to cover some of the expense of an MRI? Our patient is delaying getting an MRI because of the expense.

ANSWER: *Yes. In general, Medical bills don't fall within the definition of "Wellness". If the MRI is not a past due expense, and it is documented in the client file how the MRI "supports improved health", then this is an allowable expense.*

- 9) May RSS – Wellness be used to pay for "Sober Living Activities" such as AA/NA/GA conventions including the Sioux City Tri-State Roundup?

ANSWER: *Yes.*

- 10) Will RSS pay for E-cigarettes to help a client quit smoking?

ANSWER: *No.*

- 11) May RSS—Wellness be used to pay for Alprazolam (Xanax) for one of our gambling clients for her anxiety?

ANSWER: *Yes as long as there is documentation of how this prescription supports the client's wellness.*

- 12) I recently had a client call and she is concerned about her past due medical expenses. She is currently working with a financial counselor to pay bills, but barely has money for gas, so we were looking into getting her a gas card today, but also wanted to see if we could help with the medical bills (she says there are more recent procedures they are billing her for). Does this fall under wellness? And wondering...is there any way we could distribute funds from, say, clothing/hygiene to wellness? We haven't had many in need of clothing/hygiene types items as of yet. Just a few questions as we are trying to utilize our RSS funds!

ANSWER: *Medical bills are not an allowable expense or within the definition of Wellness. An RSS Exception Request can be submitted to IDPH if there is documented need to increase an RSS service cap.*

- 13) Would a dental exam and dentures be covered under the wellness assistance?

ANSWER: *Yes. Please make certain you document how this purchase would support recovery. Dental work and dentures could be very beneficial to recovery if there was painful tooth decay, or dentures needed to go out and interview. A gold crown wouldn't be appropriate.*

Recovery Support Services (RSS) FAQ's

14) I know we got approval to help clients with dental exams and bills, but does this apply to a pre-existing dental bill? I have a client who is currently having her check garnished due to overdue dental bills...

ANSWER: *Overdue bills would not be a covered expense under RSS.*

15) A client is currently working on positive leisure time activities and he came up with going fishing. However he cannot afford a fishing license. Under the Wellness section of RSS would he be able to be reimbursed for buying a fishing license? The cost would be between \$22-25.

ANSWER: *This fits within the definition of Wellness. RSS funds are to be paid directly to the vendor with a receipt and adequate documentation in the client file.*

16) Would purchase of medications be covered under Wellness funds?

ANSWER: *Yes. Please make certain you document how this purchase would support recovery. For example:*

- *Psychiatric meds would maintain stability to support improved health so the client could go back to work.*
- *Or antibiotics would improve health so the client could go back to work.*

17) When using Wellness funds for medications, we have seen it 2 different ways, either reimbursing the client after seeing their receipts, or taking the check directly to the pharmacy to pay for it. Is one way better than another or how do you suggest we take care of things like this?

ANSWER: *RSS funds are to be paid directly to the vendor with a receipt and adequate documentation in the client file.*

18) I have a client that is asking if he can buy golf clubs as he plays golf as a stress reliever. His car was broken into and his original golf clubs were stolen. I was wondering if I could bill this under wellness.

ANSWER: *No.*

19) My client is taking "Symbiotics Candida Balance with Colostrum Plus and Probiotics 120 Capsules". He takes it for his leukemia and he said that since he has been on it (3 years) his white blood cells have decreased to the point he no longer needs chemotherapy. His gambling began around the time he was diagnosed with Leukemia and he gambles as a way to escape from his health concerns. I found the supplement on Walmart.com for \$25. He needs a bottle per month. He is on a very limited income and has been successful in the program to this point. Will this scenario be covered under "Wellness?"

ANSWER: *Yes, if there is a prescription or note from his doctor recommending he take "Symbiotics Candida Balance with Colostrum Plus and Probiotics 120 Capsules"; if not, then this would not be an eligible expense.*

Recovery Support Services (RSS) FAQ's

20) There was some question as to whether or not we should be reimbursing clients for their medications or always paying directly to the pharmacy. It can be difficult to coordinate with the pharmacy sometimes, so I wanted to check before I go further with a client of mine.

ANSWER: *For items and services that qualify under Supplemental Needs - Wellness, IGTP/RSS funds are to be paid directly to the vendor with a receipt/documentation in the client file.*

21) In terms of RSS Wellness, would helping a client pay for a month of her new health insurance, since she was recently kicked off the Iowa Wellness Plan, be an appropriate use of wellness funds?

ANSWER: *Reimbursement for insurance premiums do not fall under the current definition of RSS – Wellness.*

Supplemental Need – Bus/Cab

Transportation by bus or cab to and from an activity related to the client's recovery.

1) May RSS be used to pay for a city trolley for transportation?

ANSWER: *Yes – Supplemental Need – Bus/Cab*

2) Is it the case that there is no \$ limit that we can spend on Bus/Cab for each client?

ANSWER: *Potentially the entire RSS Maximum could be spent on Bus/Cab. Make certain to follow the eligibility and requirements for RSS, especially documenting the justification of the expense.*

Recovery Support Services (RSS) FAQ's

Maximum Client Benefit

The total maximum client benefit for recovery support services for the project period (July 1, 2011 – June 30, 2015) is \$2,000. Maximum benefits per service or supplemental need type is defined in Table A of the RFP/RFA (attached below).



Table A.pdf

FAQ's

- 1) The maximums that I see on the form as far as maximum units is the maximum amount of money that I can give to one client throughout their whole treatment for that one service, or is that per month?
ANSWER: *Each RSS service has a cap and there is an RSS Maximum for the project period. Some RSS services have weekly/monthly caps as well (See [Table A](#) above).*
- 2) Also, is this a once in a lifetime benefit? Or can they be admitted more than once?
ANSWER: *A client may participate in RSS more than once during a project period as long as the Maximum Client Benefit has not been reached.*
- 3) I know that clients can use up to \$2,000 each for RSS during the project period. Is there a maximum clients can use for all of Supplemental Needs combined? I am used to ATR where clients can use a max of \$700 for all Supplemental Needs combined and just wanted to make sure it wasn't the same for the Gambling RSS.
ANSWER: *See [Table A](#) above.*
- 4) If we re-admit a client and they have used RSS services...they don't start over again with the RSS Max limit, correct? Can you clarify how we figure the time as I was thinking it was linked to the life of the grant?
ANSWER: *The total maximum client benefit for recovery support services for the project period (July 1, 2011-June 30, 2015) is \$2,000.*

Concerned Persons

FAQ's

- 1) As we continue to work with concern persons in the gambling program who often face the same barriers to treatment that our gamblers do, such as no funding for gas, clothing, personal hygiene products, bus passes, payment of utilities, payment of rent and etc., I was wondering if IDPH would consider moving recovery support services to concerned others?
ANSWER: *Concerned Persons are eligible for RSS effective SFY 2013.*

Recovery Support Services (RSS) FAQ's

I-SMART and RSS Data Entry

FAQ's

- 1) Under services there is a choice of 24 hour service as a type of “encounter.” What qualifies for this type of encounter? This is in the drop down menu for the type of encounter the choices are: individual, group, family or 24 hour service.
ANSWER: *Although the Encounter Type “24 hour service” exists in I-SMART Encounter Profile, it is used for Substance Abuse Treatment only and does not apply to IGTP funded services. If the client has housing needs and is eligible for RSS, please see [Housing Rental Assistance](#).*
- 2) Could we bill for part of a unit for a gas card, recovery peer coaching, etc?
ANSWER: *I-SMART does not accept partial units. See the [I-SMART Data Entry Matrix](#) below.*
- 3) Who can put RSS services into I-SMART? Does it have to be the counselor?
ANSWER: *No, it doesn't need to be the counselor. The program designates which staff members have access to I-SMART to enter activity into I-SMART.*
- 4) If we are using ISMART what are we to do?
ANSWER: *All IGTP related services/activities are to entered into I-SMART. Please see the [I-SMART Data Entry Matrix](#) below.*
- 5) I-SMART does not appear to be set up for all of the recovery support services or at least I can't see those on my current system. Is there a way to get technical assistance to get our system set up properly?
ANSWER: *Enter an Encounter Note for the client. Click on SERVICE, the bottom 9 options are the RSS Services.*
- 6) If I am reading the info correctly, there are not any GPRA forms to complete and no formal admit or D/C from the RSS services, correct?
ANSWER: *For clients admitted after July 1, 2011 RSS information is gathered in ISMART.*
- 7) I was wondering if when we have a client that has both Gambling and Substance Abuse diagnosis are they eligible for both ATR and RSS.
ANSWER: *Yes. An IGTP admitted client would be eligible for RSS. However, the client should not receive the same services through both programs (getting gas cards from both, etc.).*



IGTP SFY2015
I-SMART Data Entry I

Recovery Support Services (RSS) FAQ's

Miscellaneous Questions

FAQ's

- 1) May RSS be used to pay for OWI related expenses?

ANSWER: *No*

- 2) On Page 9 in request for proposal it states: The applicant shall use the following parameters when planning services and determining budget distribution for each service domain:

- a minimum of 40% and a maximum of 70% of the total budget for treatment services
- a minimum of 29% and a maximum of 50% of the total budget for Prevention services
- a minimum of 5% and a maximum of 9% of the total budget for Recovery Support

Do we still need to fall within these percentages when shifting funds?

ANSWER: *Track RSS utilization and make a request to IDPH to consider amending the agency budget to meet projected client needs.*

- 3) I'm doing some work on our policies for RSS and was wondering if you can direct me to any location online that contains all the relevant RSS info. I believe you made reference to it before when we were talking but I haven't been able to track it down with my searches.

ANSWER: *From 30,000 feet, start with the SAMHSA Websites on Recovery Oriented System of Care (ROSC): <http://pfr.samhsa.gov/rosc.html>*

A Google search for Recovery Oriented System of Care will turn up many interesting links depending on your interest. Connecticut has been one of the leaders nationally, adapting ROSC to both SA and MH, which would include Problem Gambling.

From the Iowa perspective, please see Appendix B from the RFP/RFA on Recovery Support Services (RSS) as well as RSS language from the RFP/RFA.

- 4) How can we shift funding from one budget area to another within IowaGrants.gov?

ANSWER: *Within IowaGrants.gov, go to Correspondence, and request that the current budget be negotiated back to the provider. Once the negotiated budget has been submitted, IDPH will review, and if approved, create the amendment to be processed. Once the amendment is fully executed the submitted budget in IowaGrants.gov will be made the "current version" and will be reflected on the claim form.*

- 5) We have a gambling client who asked for assistance in paying for a battery for her car. Is this something Recovery Support Services could help her with?

ANSWER: *Car repairs are not an acceptable use of Recovery Support Services funds.*

Recovery Support Services (RSS) FAQ's

- 6) A few clients have had issues with either not being able to make payments and have been close to having them repossessed, or their vehicle has had repairs that they've had difficulty paying for. I realize we have other options like cab/bus, but for many, if they have a vehicle it is their transportation not just to therapy, but also to work and other important obligations.

ANSWER: *Neither vehicle repairs nor car payments are an allowable expense.*

RSS Exception Request Form



RSS Exception
Request Form October